

MEMORANDUM

2006-02

TO: Authorized Agent

FROM: Cheryle Masset, Benefit Programs Administrator
Group Insurance Division

DATE: March 30, 2006

SUBJECT: Outstanding Requirements for NDPERS Group Health Plan (SFN53320)

This memorandum is to inform you that NDPERS is reinforcing the use of the Outstanding Requirement for NDPERS Group Health Plan SFN53320. This form was developed a few years ago due to the high volume of incomplete group health insurance applications that we receive. NDPERS will begin returning all incomplete applications along with the Outstanding Requirements for NDPERS Group Health Plan SFN53320. The Outstanding Requirements for NDPERS Group Health Plan SFN 53320 will indicate the reason the application is being returned.

It is the responsibility of the Authorized Agent to review all applications for proper completion and obtain any required documentation before remitting the application to NDPERS for processing. The information must be obtained within the timeframe necessary to ensure that a lapse in coverage or ineligibility for participation does not occur for your employee. In addition, NDPERS added a field in Section One (1) of the NDPERS Group Health Application for the Authorized Agent to initial after review and prior to sending to NDPERS.

This same process is utilized by NDPERS in the retirement, deferred compensation and Flexcomp program areas. In order to provide consistent and uniform customer service, we feel it is necessary to reinforce this previously established process.

Thank you for your continued efforts in providing information and services regarding the NDPERS benefit programs. We do appreciate it.